



District of Columbia
ICH Executive Committee



May 12, 2020

Agenda



- ❖ Welcome & Overview of WebEx Meeting Format and Protocols
- ❖ For Discussion
 - *Agency Updates*
 - HDC 2.0 Work Plans
 - ICH Committee & Work Group Structure
 - 2020 Full Council Meeting Plan
- ❖ For Approval
 - No items pending
- ❖ Updates & Announcements
- ❖ Summary and Adjournment

WebEx Meeting Format



- ❖ WebEx Participation Only (no call-in option)
 - If someone does not have computer or smart device, contact us at ich.dmhhs@dc.gov for further guidance.
- ❖ Meetings will typically be shorter than they are in person
- ❖ Everyone will be muted at entry and is asked to keep their line on mute unless they are presenting/speaking
- ❖ “Raise Your Hand” to prevent/ people from talking over one another – meeting host will call on people.
- ❖ Stick to the agenda; please keep questions/comments succinct, and please understand if ICH staff or committee chairs have to table a conversation.
- ❖ Note: all ICH Committees and Work Groups will convene virtually via WebEx until further notice (expected minimally for next 2-3 months).

Agenda



- ❖ Welcome & Overview of WebEx Meeting Format and Protocols
- ❖ **For Discussion**
 - **Agency Updates**
 - HDC 2.0 Work Plans
 - ICH Committee & Work Group Structure
 - 2020 Full Council Meeting Plan
- ❖ Updates & Announcements
- ❖ Summary and Adjournment

Agency Updates



- ❖ COVID-19 Response Updates
- ❖ Modified Operations as the District Looks Toward Re-Opening
- ❖ FY21 Budget
- ❖ New/Anticipated Federal Emergency AID Funding
- ❖ Other Key Homeward DC Project Updates

DHS -- DBH -- DCHA -- DHCD -- DOES



Department of Human Services Updates

DHS Operational Status



DHS continues to deliver essential services:

- Low Barrier and Emergency Shelters – Open with extended daytime hours
- Outreach – Limited Services
- Day Centers – DDSC limited, Zoe’s Doors & Sasha Bruce open
- Virginia Williams Family Resource Center – Open, intake via telephone / Shelter Hotline
- Case management, HPP, ERAP: Open, via telephone
- ESA Call Center – Open
- ESA Service Centers – Limited Services, varied by site

Federal Relief Updates



- DHS is working with DHCD and other partners to develop a coordinated plan for CARES Act funding
 - On Friday, DHS, DHCD, and DC Health posted proposed uses for CARES Act Funding, including DHS Emergency Solutions Grant (\$4.6 million)
 - Information is posted on DHS’s homepage under “popular links”; public comments accepted until Wednesday 5/13
- DC has not received final details (funding amounts or timing) on additional funding in the CARES Act for Family Violence and Prevention Services Formula Grants and the Community Services Block Grant.

Human Services Data – COVID-19



As of May 11 at 5pm:

- Number of individuals in shelter who have tested positive: **267**
- Number of individuals in remote quarantine: **349**
- Of individuals in remote quarantine, number of individuals from shelter, or unsheltered: **342**
- Total Number of Lives Lost Among Individuals in the Homeless Service System: **15**

Updated Daily:

<https://coronavirus.dc.gov/page/human-services-agency-covid-19-case-data>

Testing and Contact Tracing



- We continue to enhance screening processes in shelters
- We are isolating those who test positive and contract tracing to identify close contacts who need to quarantine
- Abbott rapid testing instruments being deployed in low-barrier shelters
- All staff working in low-barrier and emergency shelters can get access to free testing

Unaccompanied Adults



- Low Barrier Shelters:
 - Continue to de-densify aimed at reducing exposure
- Hotels:
 - Sites for Isolation and Quarantine
 - Site for Medically Vulnerable residents
- Downtown Day Services Center has re-opened for appointment-only essential services
 - To schedule services, contact Pathways to Housing at 202-674-2365 (9am - 5pm) or email ddsc@pathwaysdc.org

More information:

<https://dhs.dc.gov/page/resources-homeless-service-providers>

CAHP Update



- Status Update on FY 20 Vouchers
- Process for singles:
 - We are restarting I-CAHP with a focus on housing individuals in the PEP-V site and utilizing project-based vouchers.
- Process for families:
 - We are hoping to restart F-CAHP by end of May; we will likely also initially focus on project-based vouchers and continue to prioritize as we were before COVID-19 emergency.

Families and Youth



- **FRSP:** No new notice of cessation will be issued for families in FRSP for the month of May
- **ERAP:** Online application up and running. District residents can access the link to the scheduling app at dhs.dc.gov under ERAP page
- **VWFRC:** Continued to provide shelter placement via telephone screening
- **SHELTER:** In cases where families choose to stay with their support system, families are being connected to Prevention Program
 - We continue to explore optimal use of the limited shelter beds to sustain year-round access to shelter for families.

Short Term Family Housing Updates



- Ward 3: DHS started matching clients to The Brooks in late April, 2020.
- Ward 6: DGS working with DCRA to secure C of O. Projected Provider move in late May, Projected Client move in mid June.
- Ward 1: DGS finalizing Furniture, fixture, and Equipment and coordinating with DCRA to secure utility permits. Projected Completion target Dec 2020



Low Barrier Shelter Project Updates



801 East Replacement:

- Site work ongoing
- Signage installed

Hill East PSH:

- Finalizing Design Phase
- Starting the Permit Process with DCRA with Target Completion Spring 2023

New York Avenue: Work on hold pending further information

Blair and Emery Renovations:

- Emery Construction Start Date June, 2020, Substantial Completion November, 2020
- Blair Construction Start Date January, 2021, Substantial Completion April, 2021

THE 801 EAST SHELTER



THE GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL E. BOWSER, MAYOR

TRAYON WHITE, DC COUNCILMEMBER- WARD 8

DEPARTMENT OF HUMAN
SERVICES

LAURA ZEILINGER
DIRECTOR

DEPARTMENT OF GENERAL
SERVICES

KEITH A. ANDERSON
DIRECTOR

This 86,500 sf project includes 375-capacity dormitory-style housing for the homeless with multipurpose space and administrative areas. The facility will consist of multiple programs including work/employment housing, senior/medically frail housing, medical respite care, low barrier housing, and a Day Center.



GENERAL CONTRACTOR
BLUE SKYE CONSTRUCTION
COAKLEY & WILLIAMS CONSTRUCTION

ARCHITECTURE & DESIGN
WIENCEK + ASSOCIATES



Reopen DC



- DHS Leadership and partners participating in Reopen DC Advisory Group Committees
- Will be phased process, not a single event
- Considering how we reopen while protecting vulnerable populations
- Will apply lessons learned from operations to date when it comes to re-opening



Department of Behavioral Health

DBH SAMHSA COVID Emergency #1



- ❖ \$2M
- ❖ 16 mos from June 2020 through Sept. 2021
- ❖ 70% Seriously Mentally Ill
- ❖ 20% BH less severe than SMI
- ❖ 10% Health Care Professionals
- ❖ Expanded supports to PEPV and ISAQ
- ❖ Improved Care Coordination for CPEP
- ❖ Grief and Trauma

Virtual Family Assistance Center (VFAC)



- ❖ Family Assistance Centers set up after disasters to help survivors.
- ❖ Chief Medical Examiner championed establishing one for families that have lost a loved one to COVID-19

- ❖ Usually in person, but not possible so creating a whole new, never done before virtual plan
- ❖ Partnership between OCME, DHS, MOCRS, OVS, and DBH
- ❖ DBH has staff in the School Based Mental Health Team, Peer Support, Disaster Mental Health, and a few others participating.

Virtual Family Assistance Center (VFAC)



- ❖ DMHHS (Jessica Smith) and DHS
- ❖ Multi-Agency Partnership with Office of the Chief Medical Examiner
- ❖ Case Management, Resource Navigation
- ❖ Mental Health First Aide
- ❖ Federal SAMHSA COVID EMERGENCY #2 (CCP) funding application in preparation currently to fund FAC for extended period

COVID-19 Needs Hotline and Web Portal



- ❖ On April 13, the Mayor launched a COVID-19 Basic Needs Assessment Web Portal and hotline for residents to request food and other essential items be delivered to their homes if they have tested positive for COVID-19 or have been directed by a medical provider to self-quarantine.
- ❖ Eligible residents can call 1-888-349-8323 or visit coronavirus.dc.gov/gethelp to request assistance.
- ❖ Eligible resident can receive:
 - Food
 - Hygiene kits
 - Pediatric kits
 - Connection to/information about mental health services, prescription medication, and help with utilities

Referral and Fulfillment Process



- ❖ Residents can fill out an assessment online or call 1-888-349-8323 to have someone assist them with completing the assessment
- ❖ Based on results of the assessment:
 - Residents have applicable items delivered directly to them within 72 hours
 - If applicable, residents receive a call from a Referral Specialist to get connected to necessary resources, such as a warm hand-off to AHL for mental health support or assistance obtaining prescription medication.
- ❖ Staffed by employees from multiple agencies
 - 40 call takers (full time, answer hotline calls to do assessments)
 - 123 Referral Specialist (part time, review assessment results, connect people with services)

Coordination of BH Needs at DHS Operated Hotel



Isolation and Quarantine Sites (ISAQ)

- ❖ Confirmed Positive OR
- ❖ Symptomatic and Awaiting Test Results
- ❖ Not Requiring Hospitalization
- ❖ Not able to recover at home
- ❖ 14 day maximum stay
- ❖ Unity Health Care

Prevention Sites (PEP-V)

- ❖ Shelter Residents
- ❖ High risk, vulnerable due to underlying health conditions, age
- ❖ NOT + and not known to have had prolonged exposure to COVID +
- ❖ Prioritized for Permanent Supportive Housing (PSH) through coordinated entry process

DBH Coordination



Access Help Line

- ❖ Receives and reviews Daily Census Report from DHS
- ❖ Identify individuals enrolled in CSA
- ❖ Notify CSA and/or ACT team
- ❖ Share list with DHS manager (who shares with Unity Health Care medical staff onsite)
- ❖ Notify CRT
- ❖ Document in iCAMS

Expectations, Guidance to CSA, Other BH Partners

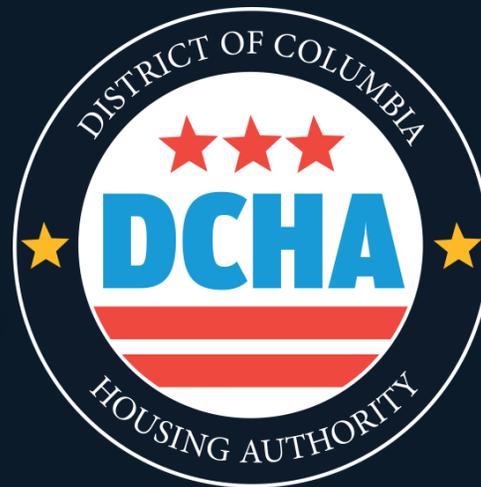
- ❖ Frequent telephone contact via hotel room phone (3x daily)
- ❖ CSA Single Point of Contact to be shared with DHS, Unity, CRT
- ❖ Coping support to include structure, routine, identifying natural supports, encourage “mindfulness” and other positive coping
- ❖ Medication monitoring and adherence support, including psychotropic, somatic medications and MAT



[This Photo](#) by Unknown Author is licensed under [CC BY](#)



DC Housing Authority



DCHA COVID-19 Response and Recovery Efforts

April 2020



COVID-19: Our Response

DCHA's Priorities Are Keeping...



**Residents &
Employee Safe**



**Residents
Informed**



**Properties
Clean**



**Operations
Open**





Keeping Residents Safe

What Safety Measures Has DCHA Adopted?



Safety Procedures: In accordance with DC Health and Mayor's Orders, we have reiterated the importance of stay at home, social distancing, limiting access on properties, and wearing face coverings.



Wellness checks: In an effort to reach out to every household, with a special focus on seniors, we are calling residents everyday to check in, provide information, and direction. We have made over **3,300** wellness calls to our residents.



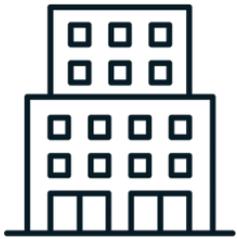
Senior Property Visitors: Effective April 14, essential and non-essential visitors to senior properties must check in, report any symptoms, and wear a face covering. Non-essential visitors are limited to one guest per day per unit. Partitions for security have been installed at every senior building.





Keeping Employees Safe

What Safety Measures Has DCHA Adopted?



Our Office: The headquarters building was officially closed March 16 in accordance with Mayoral guidance, but staff continue to telework. However, the public safety command center on the fourth floor remains open. As does the lobby for residents to drop off rent and recertifications.



PPE: There are no more than 30 employees (mostly security) in the office a day. Every on-site employee and everyone who enters the building is provided a disposable mask, gloves, and hand sanitizer.



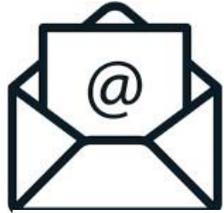
Training: Every employee has had comprehensive COVID-19 safety training. The training details protocols, procedures, and systems that have been put in place during this time.





Keeping Residents Informed

How & What Information Has DCHA Shared?



Letters:

[March 4](#) a letter to residents on COVID prevention

[March 16](#) a letter to residents on how to contact the agency



Video: March 30 Director provides agency update via [YouTube](#)



Website Resources:

[March 31](#) We posted FCC consumer warnings

[April 9](#) We posted Agency FAQs

[April 10](#) We posted Voucher FAQs

[April 13](#) We posted a new senior public housing visitor policy



Public Service Announcements: We have posted all DC Health announcements on social media, sent robotexts and emails, and put up signs in our buildings to keep residents informed.





Keeping Residents Informed Cont.

Rent, Income Recertification, and Unemployment



Rent will not be waived during the health emergency.
No one is going to be evicted during this crisis for failure to pay rent.



Interim Recertification: All residents, voucher holders and public residents, have been notified about loss of income recertification.

Interim Recertifications from COVID-19 (4/24/2020)

- Traditional Public Housing Residents: **32**
- Voucher Holders: **81**
 - **Total: 113 Processed Interim Recertifications**



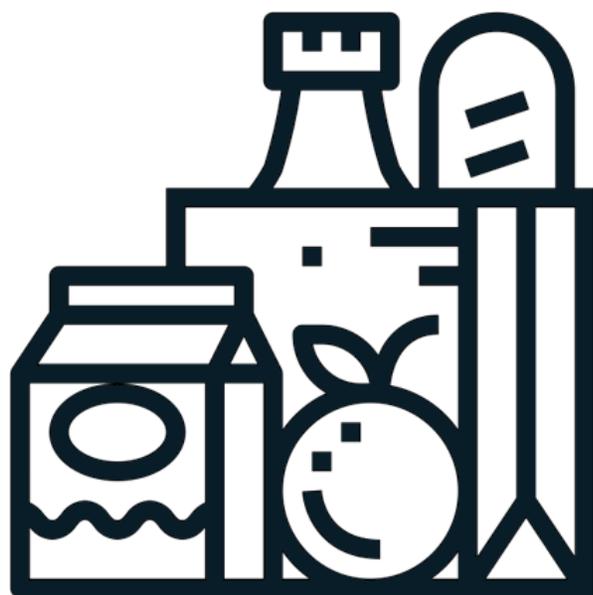
Unemployment & Stimulus Checks: We have shared all relevant unemployment services data via social media postings and driving traffic back to the coronavirus.dc.gov website.





Keeping Residents Informed Co

Connecting Non-Profits with Residents



Seabury: Sibley Plaza/Fort Lincoln/Greenleaf Senior
Terrific Inc.,: Garfield Senior/Harvard Towers/Claridge/James Apts.

Capital Area Food Bank: Regency/Kentucky Courts

East River Family Strengthening Collaborative: Knox Hill

DC Central Kitchen (via Day Break Ministries): Lincoln Heights (youth)

DC World Kitchen: Kentucky Courts/Greenleaf Senior/Greenleaf Midrise

Brother Ali: Benning Terrace

Brother's Huddle: Potomac Gardens Family and Potomac Gardens Senior

Cure the Streets: Highland Additions

Food for All DC: Judiciary House

Granny's Kitchen: Colorado Apts.

Office of Councilmember Brandon Todd: Colorado Apts.



Keeping Properties Clean

How Are Properties Being Maintained?



Cleaning: On top of regular cleaning, additional contractors are disinfecting properties. Special attention is being placed on senior buildings, common areas, and locations that are highly trafficked. Additional deep cleaning is being conducted on weekends. Grounds continue to be maintained.



Work Orders: Emergency work orders are being prioritized and regular maintenance work orders that do not require resident contact are continuing uninterrupted. Including pest elimination. As of April 24 there have been 1,058 emergency orders and all 1,058 have been abated.



Shift Rotation: To reduce contact with residents our maintenance teams and boiler mechanics are on 14- or five-day on/off shifts to conduct cleaning and work orders.





Keeping Operations Open

Human Resources

Office Division	Employees	% Working
Office of Executive Director	11	100%
Office of Capital Projects	44	97%
Office of General Counsel	20	100%
Property Management Office	358	100%
Resident Services	22	100%
Communications Office	16	100%
Customer Engagement	4	100%
Human Resources Office	14	93%
Human Choice Voucher Program	112	87%
Chief Financial Office	22	100%
Information Technology	10	100%
Office of Fair Hearings	5	100%
Public Safety Office	121	100%
Administrative Services	15	93%
Audit and Compliance	7	100%
Eligibility Continued Occupancy Div.	20	85%

Total Employees: 801

- **Essential: 51%**
- **Teleworking: 45%**
- **Admin Leave: 4%**

Human Resources Continues:

- To recruit new employees
- To provide professional development
- To administer benefits
- To onboard new employees





Keeping Operations Open Cont

Adjudication, Technology, & Public Safety



Fair Hearings: Virtual hearing policy guidelines have been developed and the system will be implemented on a case by case basis. All public housing grievance matters (existing and incoming) have been processed at a rate of 95% compliance.



Technology: Beginning March 9, IT prepped and configured 225 PCs and enabled 12 applications & programs to be accessed via telework including: Wizard (DCHA management system), emergency alerts to residents, electronic payment, and training guides for every tool and program.



Public Safety: Routines and procedures have remained largely uninterrupted. Because courts are closed, more warnings in lieu of arrests and misdemeanors have been issued. To keep a safe distance, officers are using megaphones to ask people to social distance when they are outside.





Keeping Operations Open Cont

Resident Services Traditional Public Housing



Service Providers: Resident Services is communicating with property-based service providers and supporting all allowable activities, including educational support, youth mentorship, and emergency care packages.



Self-Sufficiency Programming: Although our Frederick Douglass office is closed, our family self-sufficiency team continues to provide case management remotely to approximately 200 families, including education sessions on homeownership and credit repair.



Workforce Development: Although our Southwest Family Enhancement and Career Center is closed, our workforce development team continues to engage with District residents around employment opportunities and connecting them to resources for gainful employment.





Keeping Operations Open Cont

Relocation, Eligibility, & Recertifications



Relocation: During the District's Public Health Emergency, DCHA is not requiring families to look for units. Families will not be penalized for staying in place during this time.



Eligibility & Public Housing Recertification: During remote operations, the team has conducted 70 housing application screenings and recertified 132 families for a public housing subsidy.

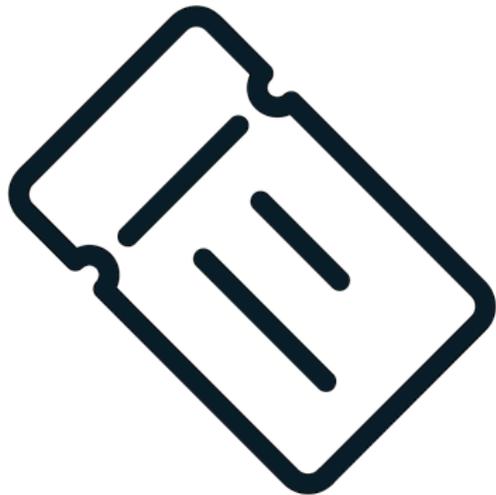




Keeping Operations Open Cont

Housing Choice Vouchers Program (HCVP)

Our Voucher Program: Our HCVP team set up standard operating procedures and policies to institute virtual inspections, briefings, and voucher issuances. During remote operations, they have:



Voucher Inspections: 874 initial inspections were conducted, 377 were performed virtually.

Voucher Recertification: 685 householders were recertified for voucher subsidy

Voucher Lease Ups: 356 voucher lease ups

Voucher Briefings: 11 virtual voucher orientation briefings

Voucher Issuance: 51 vouchers





Keeping Operations Open Cont

Education



WIFI & Connectivity: We continue to work with sister agencies to increase resident access to Wi-Fi to public housing. Legacy contract Issues have been addressed with some providers and a reference page to low-cost internet options is available at www.dchousing.org/coronavirus



DCPS: We continue to work with sister agencies to increase resident access to educational tools, resources, and internet.





Keeping Operations Open Cont

Development



Transformation Plan: Any work that can be done without close contact with residents has continued on schedule. Safety is our priority, and any work that involves resident relocation or contractors near residents has been put hold.



Rehabilitation & Maintenance Fund (R&M): In the fiscal 2019 supplemental budget, D.C. Council allocated \$24.9 million to DCHA for R&M. To date, all the money has been allocated or assigned for specific project work, and nearly 50% has been obligated. Work that involves contact with residents has been put on hold.



Practice Safety: We require contractors to affirm safe practices for workers on DCHA projects.



Keeping Operations Open Cont.

Transformation Plan Update



Judiciary House



- Roof Replacement (\$900k) - **Beginning**
- Parking Garage repair (\$950k)- **Beginning**
- Full Rehabilitation of 118 Apartments (\$13.6M) – **On Hold**



Langston Additions



- Roof Replacement (\$225K) - **Complete**
- Jet Sewer Lines (\$80K) - **Complete**
- Rehabilitate Apartments (2020) \$4.1M – **on Hold**
- Mechanical and Electrical Upgrades (2020) - \$1.5M – **on Hold**



Kelly Miller Townhomes /LeDroit Senior



- Sitework and Parking (\$500K) **starting**
- Roof Replacement (**complete**) & paint units, **last 10 on hold**
- Unit Modernization (\$12.73M) – **on Hold**

Going Above and Beyond



❖ DCHA Staff

❖ April 12 DCHA delivered 1,900 care packages to seniors including water, hand sanitizer, hand soap, and tissues.

❖ *“I am a resident of Colorado Ave apartments in N.W., D.C. I would like to take the time to thank DCHA staff, board members, property management, labor, and maintenance for the dedication, time, and effort put into making sure residents were well informed and knowledgeable on resources in a time as such we are in. I know for myself and many others I have spoken with that are DCHA residents, we were very pleased with how DCHA has been handling such a crisis...” - Sheena McGill*





Questions or Comments?

How to Reach Us



Call: (202) 535-1000



Voucher Holders:

hcvpcovid19interim@dchousing.org

Public Housing Residents:

phcovid19interim@dchousing.org





Department of Housing and Community Development



Department of Employment Services

Agenda



- ❖ Welcome & Overview of WebEx Meeting Format and Protocols
- ❖ **For Discussion**
 - Agency Updates
 - **HDC 2.0 Work Plans**
 - **ICH Committee & Work Group Structure**
 - **2020 Full Council Meeting Plan**
- ❖ Updates & Announcements
- ❖ Summary and Adjournment

HDC 2.0 Work Plans



- ❖ Attachment you received today outlines key committee priorities for remainder of FY20 and FY21.
- ❖ Landscape has changed dramatically; committees will take one more pass through to review priorities and shape into work plans with specific deliverables and target timelines.
- ❖ Will review updated work plans at next Executive Committee meeting.
- ❖ Priority activities for ERSO and Strategic Planning over next 4-6 weeks are to help shape COVID Re-Opening Strategy for CoC.

HDC 2.0 Work Plans



- ❖ Attachment you received today outlines key committee priorities for remainder of FY20 and FY21.
- ❖ Landscape has changed dramatically; committees will take one more pass through to review priorities and shape into work plans with specific deliverable and target timelines.
- ❖ Will review updated work plans at next Executive Committee meeting.

Full Council Meeting Schedule



- ❖ In response to COVID, Mayor's Order was issued relaxing requirements related to board and commission meetings.
- ❖ June Full Council meeting will be replaced by Executive Committee Meeting.
 - Discussion on PIT Results
- ❖ September and December Full Council meetings TBD.

ICH Staffing Updates



- ❖ Lindsay will be on maternity leave beginning next week for 3 months.
 - She has been in close contact with the co-chairs of all the committees and work group she supports to plan for next steps.
 - If you have questions you would normally direct to Lindsay, please reach out to Committee or Work Group Co-Chairs or another ICH staff member.
- ❖ Aaron Ford joined the ICH team in mid-March.
 - Aaron has a dual major (macro social work + business) from Howard, as well as past experience in child welfare field.
 - Please help us welcome Aaron!

Agenda



- ❖ Welcome & Overview of WebEx Meeting Format and Protocols
- ❖ For Discussion
 - Agency Updates
 - HDC 2.0 Work Plans
 - ICH Committee & Work Group Structure
 - 2020 Full Council Meeting Plan
- ❖ **Updates & Announcements**
- ❖ Summary and Adjournment

Agenda



- ❖ Welcome & Overview of WebEx Meeting Format and Protocols
- ❖ For Discussion
 - Agency Updates
 - HDC 2.0 Work Plans
 - ICH Committee & Work Group Structure
 - 2020 Full Council Meeting Plan
- ❖ Updates & Announcements
- ❖ **Summary and Adjournment**

